

**GOODWOOD**

**The Role**

The **Front of House Manager** will be part of our Goodwood Art Foundation team and will report to the Director.

**About us**

The Goodwood Art Foundation is a brand-new, not-for-profit Community Interest Company located on the Goodwood Estate. Spearheaded by The Duke of Richmond, this world class contemporary art foundation has been formed to promote three pillars of Art, Environment, and Education.

Our purpose is to benefit adults, young people, and children through providing access to important works of contemporary art set within a stunning natural environment that has been carefully designed to promote nature and encourage biodiversity. A comprehensive education programme is linked to both the artistic and environmental elements of the programme and will target those schools and pupils most in need of support.

Working with leading figures in the curation of contemporary art, award winning landscape design and arts education, we have created something truly unique with a local, national, and global focus.

**Passionate People**

We look for talented, self-motivated, and enthusiastic individuals who will share our passion for Goodwood to be ‘the home of exceptional experiences.’ You will be leading a small Front of House team with a passion for unlocking the creative potential of our beautiful natural setting.

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

This role is a huge opportunity to launch a brand-new concept Cafe in a leading Art Foundation. You will develop a fantastic customer dining experience, managing the operations of the restaurant, and delivering an excellent customer experience whilst maximising revenue opportunities.

Leading and inspiring the team, to create great relationships between the Front of House and Back of House operations and the Art Foundation.

To work with the Goodwood Art Foundation and Executive Chef to deliver an exceptional experience in line with our brand and values. To take overall ownership of the customer experience, ensuring that their expectations are met and exceeded.

To assist with developing a unique Hospitality strategy by creating innovative ways of providing service to improve quality, sales performance, and margins without compromising on standards and customer expectations.

**Key responsibilities**

* Managing the day-to-day operation and delivery of service of the Goodwood Art Foundation restaurant
* Maintain a strong presence on the floor directly overseeing the delivery of service.
* Support, lead, motivate and coach the restaurant front of house team.
* Ensure appropriate stock control
  + Maintain low wastage levels through good stock management and rotation, and accurate training, recording, and monitoring.
  + Ensure receipt and administration of all deliveries is up to date
  + Ensure tight stock control and budgeted margins are achieved.
* Assist and guide staff to deal with issues and complaints and ensuring members and guest experiences exceed expectations.
* To analyse daily/weekly/monthly sales identifying opportunities for increasing profitability and maximising revenue
* To manage the till operation and cash up process within the restaurant and relevant events.
* To plan rotas that will ensure high service levels are maintained whilst controlling costs and maximising staff efficiency across restaurant team
* Use market research to develop and implement ideas to maximise revenue generation across both food and beverage
* Conduct briefings and training to ensure that staff have strong product knowledge and can upsell and deliver service to the highest possible standards
* Take part in the F&B forecast, budget meeting and the creation of the monthly report
* Organise and carry out recruitment and interviews as required to keep the team in-line with budget and business expectation
* Have a full understanding of departmental budgets and targets
* To undertake any other duties that may be necessary to the needs of the business.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Experience of food & beverage management
* Knowledge of food and beverage products including wine and spirits
* Passionate about inspiring a team to deliver perfection
* The ability to spot new revenue opportunities
* Strong commercial acumen to spot opportunities to control costs and maximise efficiency
* Proven communication skills across a multi kitchen environment and an infectious can-do attitude
* Strong commercial awareness